

Tiered Huddles

Simulation

The SICU, at 10 a.m., discovered in a routine report that two patients had each acquired a CAUTI. The CAUTI was believed to be the result of improper sterile technique. It also was reported that a potentially serious safety event was averted at 10:10 a.m. on the Med-Surg unit. Along with members of your tier one, you conduct a huddle at 10:30 a.m.

Tier 1: 5/12/2019	SICU # (patient rooms)	NICU # (patient rooms)	Med-Surg # (patient rooms)
Potentially serious safety events (new)	0	0	1 (R1011)
CLABSI	0	0	0
CAUTI	2 (N100; L200)	0	0
C. diff	0	0	0
Falls	0	-	0
Falls with injury	0	-	0

Tier 1: Nurses and nurse managers

1. Start the huddle by asking:

What metrics appear to be of concern?

What rooms did the patients who had metrics deviating from goals occupy?

2. In response to the information, discuss the following questions within your tier:

What do you think we should do to prevent this issue from happening in the future?

Who should we get involved to find solutions?

How should we communicate the information?

Tier 2: Nurse managers and unit directors

1. Start the huddle by asking the Tier 1 representative:

What metrics from the action report are of concern?

How serious are the problems?

What are proposed follow-up items?

2. In regard to action items, also discuss the following questions with the Tier 1 representative:

What do you think we should do to prevent this issue from happening in the future?

Who should we get involved to find solutions?

Work with your partners to answer the following questions about reporting events.

- 1. Individually, rank the validity of the evidence you have uncovered during your review of the CAUTI events.**

Compare your ranking with your partner. How did your rankings differ?

- 2. Develop a huddle report to report these events.**

What other information do you need?

- 3. Identify and communicate action items in a huddle report that need to be addressed.**

How would you prioritize them?

What are the ideal resolutions?

Risks, challenges and questions

1. What are the challenges you faced with the process of reporting issues through the tiered huddle approach?

2. How can it be improved?

Competency check

1. What is a tiered huddle?

2. What is a huddle board?

3. What is an action item? Why do you need it?

4. If you experienced a critical issue within your unit, how would you go about using the tiered huddle to communicate the problem to the right group of people who can institute change?

Additional comments
